

<i>SERFF Tracking Number:</i>	<i>IASL-127096580</i>	<i>State:</i>	<i>Arkansas</i>
<i>Filing Company:</i>	<i>State Mutual Insurance Company</i>	<i>State Tracking Number:</i>	<i>48348</i>
<i>Company Tracking Number:</i>	<i>SM AR 2010 SEL GRIEVANCE</i>		
<i>TOI:</i>	<i>MS09 Medicare Supplement - Other 2010</i>	<i>Sub-TOI:</i>	<i>MS09.000 Medicare Supplement Other 2010</i>
<i>Product Name:</i>	<i>SM AR 2010 SEL Grievance</i>		
<i>Project Name/Number:</i>	<i>SM AR 2010 SEL Grievance/</i>		

Filing at a Glance

Company: State Mutual Insurance Company	SERFF Tr Num: IASL-127096580	State: Arkansas
Product Name: SM AR 2010 SEL Grievance	SERFF Status: Closed-Accepted	State Tr Num: 48348
TOI: MS09 Medicare Supplement - Other 2010	For Informational Purposes	
Sub-TOI: MS09.000 Medicare Supplement	Co Tr Num: SM AR 2010 SEL	State Status: Filed-Closed
Other 2010	GRIEVANCE	
Filing Type: Form	Author: Beth Clark	Reviewer(s): Stephanie Fowler
	Date Submitted: 03/28/2011	Disposition Date: 04/01/2011
		Disposition Status: Accepted For Informational Purposes
Implementation Date Requested: On Approval		Implementation Date:
State Filing Description:		

General Information

Project Name: SM AR 2010 SEL Grievance	Status of Filing in Domicile: Pending
Project Number:	Date Approved in Domicile:
Requested Filing Mode: Informational	Domicile Status Comments:
Explanation for Combination/Other:	Market Type: Individual
Submission Type: New Submission	Individual Market Type:
Overall Rate Impact:	Filing Status Changed: 04/01/2011
	State Status Changed: 04/01/2011
Deemer Date:	Created By: Beth Clark
Submitted By: Beth Clark	Corresponding Filing Tracking Number:
Filing Description:	
In accordance with your state's Medicare Select regulations, Insurance Administrative Solutions, LLC is providing you with the annual Medicare SELECT Grievance Report, due March 31.	

Company and Contact

Filing Contact Information

Beth Clark, Compliance Analyst	beth.clark@iasadmin.com
8545 126th Avenue North	727-584-0007 [Phone] 2169 [Ext]
Suite 200	727-584-5613 [FAX]

SERFF Tracking Number: IASL-127096580 State: Arkansas
Filing Company: State Mutual Insurance Company State Tracking Number: 48348
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TOI: MS09 Medicare Supplement - Other 2010 Sub-TOI: MS09.000 Medicare Supplement Other 2010
Product Name: SM AR 2010 SEL Grievance
Project Name/Number: SM AR 2010 SEL Grievance/
Largo, FL 33773-1502

Filing Company Information

(This filing was made by a third party - insuranceadministrativesolutions)

State Mutual Insurance Company	CoCode: 69132	State of Domicile: Georgia
One State Mutual Drive	Group Code: 986	Company Type:
Rome, GA 30165	Group Name:	State ID Number:
(706) 291-1054 ext. [Phone]	FEIN Number: 58-1449898	

Filing Fees

Fee Required? No
Retaliatory? No
Fee Explanation:
Per Company: No

COMPANY	AMOUNT	DATE PROCESSED	TRANSACTION #
State Mutual Insurance Company	\$0.00	03/28/2011	

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Correspondence Summary

Dispositions

Status	Created By	Created On	Date Submitted
Accepted For Informational Purposes	Stephanie Fowler	04/01/2011	04/01/2011

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Disposition

Disposition Date: 04/01/2011

Implementation Date:

Status: Accepted For Informational Purposes

Comment:

Rate data does NOT apply to filing.

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Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	Flesch Certification		Yes
Supporting Document	Application		Yes
Supporting Document	Health - Actuarial Justification		Yes
Supporting Document	Outline of Coverage		Yes
Supporting Document	Letter of Authorization	Accepted for Informational Purposes	Yes
Supporting Document	Medicare Select Grievance Report	Accepted for Informational Purposes	Yes

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Supporting Document Schedules

		Item Status:	Status Date:
Bypassed - Item:	Flesch Certification		
Bypass Reason:	Not Applicable		
Comments:			
Bypassed - Item:	Application		
Bypass Reason:	Not Applicable		
Comments:			
Bypassed - Item:	Health - Actuarial Justification		
Bypass Reason:	Not Applicable		
Comments:			
Bypassed - Item:	Outline of Coverage		
Bypass Reason:	Not Applicable		
Comments:			
Satisfied - Item:	Letter of Authorization	Accepted for Informational Purposes	04/01/2011
Comments:			
Attachment:	2011 01 SM IAS Authorization Letter.pdf		

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		Item Status:	Status
			Date:
Satisfied - Item:	Medicare Select Grievance Report	Accepted for Informational Purposes	04/01/2011
Comments:			
Attachment:			
Report.pdf			



RICHARD H. BURTON
VICE PRESIDENT AND CORPORATE COMPLIANCE OFFICER

January 19, 2011

Ms. Darcey Shaffer, FLMI, ACS
Compliance Manager
Insurance Administrative Solutions, L.L.C.
8545 126th Avenue North, Suite 200
Largo, Florida 33773-1502

Re: Life and Health Filings for Rate Increases, Forms and Reporting Requirements
for State Mutual Insurance Company

Dear Ms. Shaffer:

This letter authorizes Insurance Administrative Solutions, L.L.C. to file on behalf of State Mutual Insurance Company, rate increases, forms and reporting requirements for the Company's Life and Health Insurance Policies with the State Insurance Departments.

Insurance Administrative Solutions, L.L.C. may correspond with the State Insurance Departments regarding any questions they may have concerning the filings.

A copy of this letter is as valid as the original. This authorization will be valid for twelve months from the date of this letter.

Sincerely,

Richard H. Burton
rhburton@smrome.com

**MEDICARE SELECT GRIEVANCES
FOR THE REPORTING YEAR 2010
DUE: MARCH 31 ANNUALLY**

COMPANY NAME: State Mutual Insurance Company
8545 126th Avenue N, Suite 200
Largo, FL 33773-1502

NAIC: 69132

CONTACT PERSON Beth Clark, Compliance Analyst
877-777-2443, ext. 2169
beth.clark@iasadmin.com

Total Number of Grievances filed in calendar year 2010: **0**

1. Provide a summary of the subject, nature and resolution of each grievance (above). Please list each one separately.